

FIILEX TROUBLESHOOTING

Update:
2024/08/13

Problems	Possible causes	Checks and remedies
Product doesn't power ON	<ul style="list-style-type: none"> No power to the product. 	<ul style="list-style-type: none"> Check that power is switched ON and cables are plugged in.
	<ul style="list-style-type: none"> Internal fault. 	<ul style="list-style-type: none"> Contact the Fiilex Service or authorized service partner. Do not remove parts and/or covers, or carry out any repairs or service that are not described in this Safety and User Manual unless you have both authorization from Fiilex and the service documentation.
Product has been reset but does not respond correctly to the controller.	<ul style="list-style-type: none"> Bad signal connection. 	<ul style="list-style-type: none"> Inspect connections and cables. Fix any bad connections. Repair or replace damaged cables.
	<ul style="list-style-type: none"> Signal connection not terminated. 	<ul style="list-style-type: none"> Insert DMX termination plug in signal output socket of the last product on the signal line.
	<ul style="list-style-type: none"> Incorrect addressing of the product. 	<ul style="list-style-type: none"> Check the product address and control settings.
	<ul style="list-style-type: none"> One of the products is defective and is corrupting the signal transmission on the signal line. 	<ul style="list-style-type: none"> Unplug the XLR in and out connectors and connect them directly together to bypass one product at a time until normal operation is regained. Once the error has been identified, have that fixture serviced by a qualified technician.
Fresnel adjustment is too firm/not firm enough	<ul style="list-style-type: none"> Mechanical hardware requires cleaning, adjustment or lubrication. 	<ul style="list-style-type: none"> Contact Fiilex Service or an authorized service partner.
Light output turns OFF Intermittently	<ul style="list-style-type: none"> Fixture is too hot. 	<ul style="list-style-type: none"> Check product for error messages. Allow product to cool. Clean the product and vents. Reduce ambient temperature.
	<ul style="list-style-type: none"> Hardware failure (temperature sensor, fans, Light source...) 	<ul style="list-style-type: none"> Check product for error messages for more information. Contact Fiilex Service or an authorized service partner.
General low light intensity	<ul style="list-style-type: none"> Dirty lens assembly. Dirty or damaged filters. 	<ul style="list-style-type: none"> Clean the fixture regularly. Install lens assembly properly.

Contact an authorized service center in case of technical problems not reported in the table or issues that can not be resolved by the procedures provided above.

ERROR CODES LIST

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Error Code	Description	Troubleshooting Steps	Notes
5	Fan RPM Reading 0	<ul style="list-style-type: none"> • Reboot Fixture • Ensure Fan is Spinning • Ensure vents are free from debris • Contact filex@filex.com 	
6	System Boot Up Error	<ul style="list-style-type: none"> • Reboot Fixture • Contact filex@filex.com 	
7	FLASH	<ul style="list-style-type: none"> • Reboot Fixture • Contact filex@filex.com 	
8	Temperature Reading Error	<ul style="list-style-type: none"> • Ensure ambient operating temp is above 32 and below 104 F • Reboot Fixture • Contact filex@filex.com 	
11-18	Driver Board Disconnect	<ul style="list-style-type: none"> • Reboot Fixture • Dry fixture thoroughly (8+ hours) if subject to rain or high humidity • Contact filex@filex.com 	<ul style="list-style-type: none"> • Error code number indicates which component caused error. Provide this to Fiilex Customer Service if unable to resolve • K40 / MOTOK40 can operate with error code. 2 pixels will not illuminate
20-54	Component Over Temp	<ul style="list-style-type: none"> • Ensure ambient operating temp is below 104 F • Check fixture vents for sign of blockage • Check if fans are spinning • Reboot Fixture • Clean fixture • Contact filex@filex.com 	<ul style="list-style-type: none"> • Error code number indicates which component caused error. Provide this to Fiilex Customer Service if unable to resolve
60	Error with Panning sensors	<ul style="list-style-type: none"> • Reboot Fixture • Release Latches to Manually control Yoke • Check if any roughness while panning • If exposed to water, allow fixture to dry for 8+ hours • Check if angle values change while manually panning 	
61	Error with Tilting sensors	<ul style="list-style-type: none"> • Reboot Fixture • Release Latches to Manually control Yoke • Check if any roughness while tilting • If exposed to water, allow fixture to dry for 8+ hours • Check if angle values change while manually tilting 	
70-74	System Boot Up Error	<ul style="list-style-type: none"> • Ensure power inputs are supplying the correct voltage. • Reboot Fixture. • Contact filex@filex.com 	

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Error Code	Description	Troubleshooting Steps	Notes
75	Insufficient Voltage (Main Circuit)	<ul style="list-style-type: none">•Ensure power inputs are supplying the correct voltage•Use a new power source to main input•Replace power cable•Reboot fixture•Contact filex@filex.com	
76	Insufficient Voltage (Secondary Circuit)	<ul style="list-style-type: none">•Ensure power inputs are supplying the correct voltage•Use a new power source to secondary input•Replace power cable•Reboot fixture•Contact filex@filex.com	